

Soboba Indian Tribe

Frontier FiOS

December 14, 2017



Agenda

- 1) Frontier FiOS
- 2) Ordering FiOS Service
- 3) Dedicated Bulk Call Center
- 4) Installation
- 5) Existing FiOS Customers
- 6) Questions

Frontier FiOS

- FiOS is delivered to you by a 100% fiber-optic network
- Fiber-optic technology allow a faster transmission of data vs copper
- Tribal Council made an agreement to provide FiOS internet to all homes in the community

Process for Ordering

- Dedicated toll-free Bulk Customer Center number **(844-660-0648)**
 - Do not call any other number to order service
 - FiOS TV not available in area
- Select **Option #2 (Account Services)** to place installation order
 - Identify yourself as a Soboba Resident
 - Representative will walk you through the process
- Select installation date and data package
 - 50/50 Mbps and free Wi-Fi router included
 - Ability to order telephone service and higher tier data packages

Dedicated Bulk Customer Center

- **844-660-0648**
- The Bulk Customer Center Account Services hours of operation
 - Monday – Friday (5am-6pm)
 - Saturday (5am-5pm)
- **Technical Support (Option 1)** available 24/7 using same number

Installation

- **Homeowner/Adult over 18** must be home for installation
- Technician will provide, connect and test the necessary FiOS equipment included
- Technician will connect to **one (1)** personal computer or laptop
- Technician will guide you through how to operate them and answer any questions

Existing FiOS Customers

- Discounts do not automatically apply to account
- Call must be made to the dedicated Bulk Customer Center **(844-660-0648)** to receive discount

Questions?